



# Utility Billing

Rev. 3/19/2020



## How to transact business during this difficult time...

Due to circumstances beyond our control, the Utility Billing Division is creating a workflow to accommodate our business customers while this pandemic event persists. It is our goal to continue to provide you with excellent customer service, despite the new challenges we all now face.

*We can still transact business without face-to-face contact.*

We will be able to process credit card payments via

- Automatic Bank Draft
- IVR Customer Portal
- Online Utility E-Service



- 1.** Mail us your payment or new service application to:  
City of Myrtle Beach  
Utility Billing Division  
P.O. Box 2468  
Myrtle Beach, SC 29578
- 2.** Email us your new service application to:  
[mbutilpay@cityofmyrtlebeach.com](mailto:mbutilpay@cityofmyrtlebeach.com)
- 3.** Call us with questions! 843-918-1212
- 4.** Our drive-thru is open in a limited capacity. You can make payments in our 2 convenient night drop boxes. If you are leaving cash without a voucher, please make sure to leave your account number, full name, and service address in a payment envelope.

## NO WATER SERVICE INTERRUPTIONS

During this difficult time, there will be no water service interruptions to better serve you.

**New Service Applications and Documents Are Available Online and In Our Partitioned Lobby At The City Services Building At 921 N. Oak Street.**

Even though our doors are closed to the public, we have a portion of our lobby partitioned for access to forms. We also have payment envelopes outside of the City Services Building and in our partitioned lobby. Our city website is also accessible for all Utility Billing forms. We will accept new service applications via email or fax.

